Solicitors Complaints Committee Northern Ireland

# How to Complain About Your Solicitor

If you are dissatisfied with the professional service received from your solicitor, follow this process.




## Step 1: Complain to Your Solicitor

- You must complain in writing directly to your solicitor within **6 months** of your business ending, or from when you discovered the issue.
- Your solicitor should provide a written response to your complaint, usually within **28 days**.




## Step 2: Complain to the Solicitors Complaints Committee (SCC)

- If you cannot resolve the complaint directly with your solicitor, you can complain to the SCC.
- Submit a Form 1 Complaint Form with a copy of the in-house complaint and response within **3 months** of the in-house process ending.




## Step 3: Eligibility

- The SCC will review your complaint to see if they can consider it.
- If the SCC cannot consider your complaint, you will be informed of the reasons why.




## Step 4: Investigation

- If the SCC can consider your complaint, they will ask the solicitor for a full response and gather all necessary information.
- You will receive a request if any further information is required from you.




## Step 5: Outcome

- You and the solicitor will receive a written explanation of the SCC's decision.
- If your complaint is upheld, the SCC can direct the solicitor to take action, such as reducing your bill, paying compensation, or issuing an apology.

For further information on the complaints process please visit www.scc-ni.org